

# AFRH STAFF TIMES

The AFRH Employee Newsletter is an official publication for all AFRH staff from your Chief, Human Capital Officer

## CHCO's Corner

I traveled to Gulfport in February to meet with employees and to discuss the results of the OPM **Federal Employee Viewpoint Survey (FEVS)** and the **DEOMI Climate Survey**. In March we also started focus groups to brainstorm solutions to AFRH staff concerns in Washington. I have appreciated all the comments and suggestions that each of you have shared. Thank you for your ideas and active involvement in these sessions.

We are in the process of providing the mandatory training for Performance Management and Person-centered Care (PCC) developed especially for continuous improvement in providing person-centered care and carrying out the FEVS action plan. As you have learned in the PCC sessions, I have been designated as the Sexual Assault Prevention and Response (SAPR) contact for AFRH.

My goal in this newsletter is to provide you important information that will help you at AFRH. Please send your thoughts and ideas to Donna.Smith@afrh.gov. Thanks!



**Donna Smith**  
Chief Human Capital Officer  
(CHCO)

## Spring is here!

**Fiscal Year 2015**  
**3<sup>rd</sup> Quarter**  
**April 1 – June 30**  
**IN THIS ISSUE**

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## Key Phone Numbers

**\*Bureau of the Fiscal Service (BFS) Human Resources**  
**Phone:** See the AFRH Desk Guide for full listing

**\* Inspector General**  
**Robert DuFour**  
**Phone:** 202-541-0667

**\*CHCO / \*SAPR contact**  
**Donna Smith**  
**Phone:** 202-541-7531

**\*EEO Counselors**  
**Phone:** 202-433-2330

SEE AFRH EMPLOYEE  
INFORMATION ON  
**INSIDE AFRH**

Go to

<https://insideAFRH.afrh.gov/inside/index.html>

USE SHAREPOINT TO ACCESS  
ALL AFRH DIRECTIVES AND  
CAMPUS SOPs

## COO Salute

Kudos all around to all of the AFRH staff who have been hosting dignitaries and giving tours of both of our campuses. Very good impressions are being taken away. Through your hard work and dedication people outside AFRH can see how we provide a caring environment for our Residents. Thank you.

Please continue to participate in providing feedback on the recent employee surveys to the CHCO, Mrs. Smith. The survey results have shown some areas of employee concerns. All of us will benefit from employees' suggestions, ideas, and solutions about working at AFRH.

I also encourage all AFRH staff to communicate about any of your concerns with Campus Administrators or myself at ([COO.office@afrh.gov](mailto:COO.office@afrh.gov)).

Thank you.

**Steven G. McManus**  
Chief Operating Officer (COO)



Ms. Lynn Holt, AFRH - W Rehabilitation Therapy, shows Charles, Prince of Wales, the equipment AFRH Residents use for Physical Therapy.

## \*NEWS AND UPDATES\*

### AFRH Annual Performance Cycle

**July 1, 2014**

Start of the annual performance cycle for all employees

**February 2015**

Mid-Year Review due by all Raters for all employees

**June 30, 2015**

End of FY 14-15 performance cycle

## ANNOUNCEMENT

**Mrs. Donna Smith is the AFRH Sexual Assault and Prevention Response (SAPR) point of contact.**

DoD has directed their senior leadership to assign and publicize a SAPR POC (as an additional duty) in each organization.

Your SAPR POC is Mrs. Donna Smith, CHCO. Mrs. Smith is available to assist you in the event you have any concerns or need to seek assistance. She is also able to direct civilians and contractors to resources that are available. Please note that SAPR has a section on the DEOCS survey. Email:

[Donna.Smith@afrh.gov](mailto:Donna.Smith@afrh.gov)  
Phone: 202-541-7531

### ATTENTION: AFRH Managers

#### Welcome to the 2015 Workforce Recruitment Program (WRP)

Do you need highly qualified candidates for jobs at your office? The Workforce Recruitment Program can help! The WRP is a recruitment and referral program that connects federal and private sector employers nationwide with highly motivated college students and recent graduates with disabilities who are eager to prove their abilities in the workplace through summer or permanent jobs. The U.S. Department of Labor's Office of Disability Employment Policy (ODEP) and the U.S. Department of Defense's Office of Diversity Management & Equal Opportunity (ODMEO) manage the program, which continues to be successful with the participation of many other federal agencies and sub-agencies. Since the program's expansion in 1995, over 6,000 students and recent graduates have received temporary and permanent employment opportunities through the WRP.

In 2011, the Office of Personnel Management (OPM) highlighted the WRP as a model strategy in its guidance to federal agencies regarding the recruitment and hiring of people with disabilities in response to Executive Order 13548, Increasing Federal Employment of Individuals with Disabilities.

If you are an Employer in the federal government and wish to take advantage of WRP, go to <https://www.wrp.gov>.

### PERSONNEL COMINGS AND GOINGS

#### ACCESSIONS

##### AFRH-G

Sheila Boone, Nursing Assistant  
Kelly Brennan, Nursing Assistant  
Jennifer Briley, Activities & Volunteer Coordinator  
Ashley Herring, Licensed Practical Nurse  
Antonio McCloud, Administrative Assistant, HCS  
Deana Robinson, Licensed Practical Nurse  
Stefanie Stephens, Licensed Practical Nurse  
Carol Williams, Licensed Practical Nurse

##### AFRH-W

Gerald Davis, Contract Surveillance Representative, Campus Ops  
John Lewis, Supervisory Clinical Nurse, Assisted Living  
Dilynn Rogers, Pharmacy Technician

#### SEPARATIONS

##### AFRH-G

Charisma Carter-Quinn, Licensed Practical Nurse  
Sheila Foster, Clinical Nurse  
Anna Howard, LPN  
Danielle Howell, Nursing Asst  
Latesha Norwood, Social Worker  
Heather Parrish, LPN

##### AFRH-W

Jesse Cooper, Security Guard  
Frances Irving, Budget Analyst  
Shirley Washington, Supervisory Clinical Nurse

### TAXES PAID? APRIL 15 deadline for Federal Taxes

The Internal Revenue Service encouraged taxpayers working on their 2014 returns to take advantage of the numerous online tools and resources available on IRS.gov.

"We are doing everything we can to help taxpayers get the assistance they need this tax season," said IRS Commissioner John Koskinen. "Our phone lines are extremely busy this year, so this series will offer taxpayers tips on how to get help along with important options and issues to keep in mind as the April 15 deadline approaches."

[IRS.gov](http://IRS.gov) and its online tools, such as the [Interactive Tax Assistant](#), can answer most taxpayer questions -- getting them the tax help they need, when they need it. The Interactive Tax Assistant can answer a wide range of tax questions, including newer areas of the tax law, like the Affordable Care Act. The [Interactive Tax Assistant](#) takes taxpayers through a series of questions and provides them with responses to tax law questions about tax credits, deductions and general filing questions. Taxpayers get the same answers as if they'd called and spoken with an IRS representative on the phone line, and they can print out the answers for their records.

To learn more, click on the [Tools](#) page or the IRS Services Guide for a list of the many features and applications offered by [IRS.gov](http://IRS.gov).

### PLEASE TAKE THE PLEDGE TO PREVENT SEXUAL ASSAULT



#### THE PLEDGE

*This pledge is a personal commitment to help keep women and men safe from sexual assault.*

*It is promise not to be a bystander to the problem, but to be a part of the solution.*

#### I PLEDGE

To RECOGNIZE that non-consensual sex is sexual assault.

To IDENTIFY situations in which sexual assault may occur.

To INTERVENE in situations where consent has not or cannot be given.

To CREATE an environment in which sexual assault is unacceptable and survivors are supported.

### COMPENSATORY LEAVE BALANCES NOTICE

**Effective immediately** the compensatory leave balance limitation will be 80 hours. It is too early to say if this will remain a permanent change.

As staffing is right sized, the CHCO will review the situation and determine what the appropriate limitation should be.

## IMPORTANT DATES

**AFRH Monthly Observances** – Please attend activities in honor of the Special Observances each month.

**April: Volunteer Recognition Month**

**May: Nursing Recognition Month**

**June: Health & Nutrition Month**

April 9	Employee Recognition Breakfast /Town Hall (AFRH-G)	April 17	Volunteer Recognition Day (AFRH-W)
April 10	Employee Town Hall Breakfast/Town Hall (AFRH-G)	May 6	<b>NATIONAL NURSES DAY</b>
April 15	FEDERAL INCOME TAXES DUE	May 25	<b>MEMORIAL DAY holiday</b>
April 16	Employee Recognition Breakfast (AFRH-W)	June 30	End of Performance cycle

### EMPLOYEE TRAINING

-Annual required courses in the FY15 Performance Cycle are listed below. Talk to your contact about dates and locations.

\*EEO, No Fear Act, Workers' Compensation

\*Ethics

\*IT Security

\*Performance Management

\*Person-centered Care

-The CHCO is piloting video/webinar courses this year to see how effective these can be for AFRH employees.

Gulfport: Please contact Shelly Thompson.

Washington: Please contact David Lentz through April 30, then Becky Perry and/or Olivia Pessima after April 30.

Training, focus groups, and town halls for employees are held to improve our results on the Federal Employee Viewpoint Survey. The activities began in February and will continue throughout the third quarter. **Note: Hiring Managers. On May 13 BFS Staffing Specialists** will be at AFRH-W and on video conference for AFRH-G for training.

### ETHICS REMINDER – REPEATED

#### Avoiding Taxes is an Ethical Issue

Individuals are expected to pay their taxes in accordance with the law. Paying taxes becomes an ethical issue because individuals have a choice about his or her approach to interpreting the law and therefore paying taxes. Tax avoidance is considered an unethical practice that undermines the integrity of the tax system. Please ensure you pay your personal taxes as directed by law!

**Managers:** be sure this information is made available to all employees.

Pebbles Young  
Office of the General Counsel  
Armed Forces Retirement Home Paralegal  
[202-541-7554](tel:202-541-7554)

## AFRH EMPLOYEE SURVEYS RESULTS

### 2014 FEVS Response Rates

Location	Employees	Responded	Response Rate
Overall	295	135*	45.7%
Agency	17	9	52.9%
AFRH-G	98	58	59.1%
AFRH-W	180	61	33.8%

### 2014 DEOCS Response Rates – AFRH EMPLOYEES

Location	Employees	Responded	Response Rate
Agency	17	16	94%
AFRH-G	98	48	49%
AFRH-W	180	49	27%

### AFRH Overall Scores

- FEVS Scores Largest Swings Since 2013
- Comparison to Federal Scores Overall puts AFRH slightly under national averages
- Only 6 DEOCS questions relate to FEVS questions
- DEOCS results showed improvement in employees' satisfaction levels
  - In August 2014 during the FEVS, preparations were underway for The Joint Commission survey and employees felt a lot of pressure and uncertainty
  - In October 2014 employees felt accomplished and relieved after achieving TJC accreditation

### Moving forward

- OMB requires an action plan for improvement and implementation by next FEVS (August 2015)
- AFRH Action Plan implementation begun
- Focus Groups will elicit employee solutions and strategies for Improvement

### OPM Federal Employee Viewpoint Survey (FEVS)

- Administered in August 2014
- 75 questions covering 4 OPM indices

### DEOMI Organizational Climate Survey (DEOCS)

- Administered in October - November 2014
- 10 local questions included

## MEAL PERIODS

A lunch or other meal period is an approved period of time in a nonpay and nonwork status that interrupts a basic workday or a period of overtime work for the purpose of permitting employees to eat or engage in permitted personal activities. At AFRH this is a 30 minute period.

### Combination with Rest Periods Prohibited

Supervisors may not extend a regularly scheduled lunch break by permitting an employee to take an authorized 15 minute rest period break (with pay) prior to or immediately following lunch, since a rest period is considered part of the employee's compensable basic workday.

### Interruptions

Unpaid meal periods must provide *bona fide* breaks in the workday. If an employee is not excused from job duties, or if he or she is recalled to job duties, the employee is entitled to pay for compensable work performance.

**Note:** 15 Minute rest period breaks may not be taken off of the grounds of the AFRH facilities. 15 Minute rest period breaks may not be taken at the start of the work day to permit an employee to arrive late. They may not be taken at the end of the day to permit an employee to leave early. As stated above they may not be used to extend the lunch period either immediately before or after the meal period.



*Ms. Ann Knapp, AFRH-G Chief, Healthcare Services, answers Mississippi Governor Phil Bryant's questions about healthcare delivery for Gulfport Residents.*

**Enterprise Human Resources Integration (EHRI)** Enterprise Human Resources Integration (EHRI) is one of five Office of Personnel Management (OPM) led e-Government initiatives (external link) designed to leverage the benefits of information technology. EHRI is responsible for maintaining the integrity of the electronic Official Personnel Folder (eOPF), which protects information rights, benefits, and entitlements of federal employees.

The (eOPF) Program became a key EHRI effort when the Office of Management and Budget (OMB) mandated all Executive Branch agencies eliminate paper Official Personnel Folders (OPF) by December 2013.

Through on-demand Web-based access to personnel folders, EHRI eOPF enables 24/7 concurrent access to personnel information by Human Resources (HR) staff, and employees. It also allows the electronic transfer of the eOPF from one agency to another when the employee moves from one organization to another. The suite of EHRI analytical tools and a comprehensive Data Warehouse provides on demand, custom reports to plan and forecast the personnel needs of the Federal Government.

EHRI will release its eOPF Quarterly Customer Satisfaction Survey. The survey is distributed to a random sample of users (not everyone will receive the survey) within each agency. This survey is a valid survey, distributed by OPM EHRI through the Survey Monkey tool. Please note there is an option for individuals to opt out of the survey once you receive the survey invitation. Please fill the survey out if you receive the invitation.

### Your Tax Refund and Offsets to Pay Your Unpaid Debts

If you can't pay your taxes in full, the IRS will work with you. But you should know that back taxes or certain past due debts can reduce your federal tax refund. The Treasury Offset Program can use all or part of your federal refund to settle certain unpaid federal or state debts. Here are five facts to know about tax refund offsets:

- 1. Bureau of the Fiscal Service.** The Department of Treasury's Bureau of the Fiscal Service, or BFS, runs the Treasury Offset Program.
- 2. Offsets to Pay Certain Debts.** Past due federal tax debt may reduce your tax refund. The BFS may also use part or all of your tax refund to pay certain other debts such as:  
Past-due child and parent support.  
Federal agency non-tax debts, such as a delinquent student loan.  
State income tax obligations.  
Certain unemployment compensation debts owed to a state.
- 3. Notified by Mail.** The BFS will mail you a notice if it offsets any part of your refund to pay your debt. The notice will list the original refund and offset amount. It will also include the agency that received the offset payment. It will also give their contact information.
- 4. How to Dispute Offset.** If you wish to dispute the offset, you should contact the agency that received the offset payment. Do not contact the IRS.
- 5. Injured Spouse Allocation.** You may be entitled to part or all of the offset if you filed a joint tax return with your spouse. This rule applies if your spouse is solely responsible for the debt. To get your part of the refund, file [Form 8379](#), Injured Spouse Allocation. You can view, download or print tax forms on [IRS.gov/forms](#) at any time.

### Health Care Law: Refund Offsets and the Individual Shared Responsibility Payment

The law prohibits the IRS from using liens or levies to collect any individual shared responsibility payment. However, if you owe a shared responsibility payment, the IRS may offset that liability against any tax refund that may be due to you.